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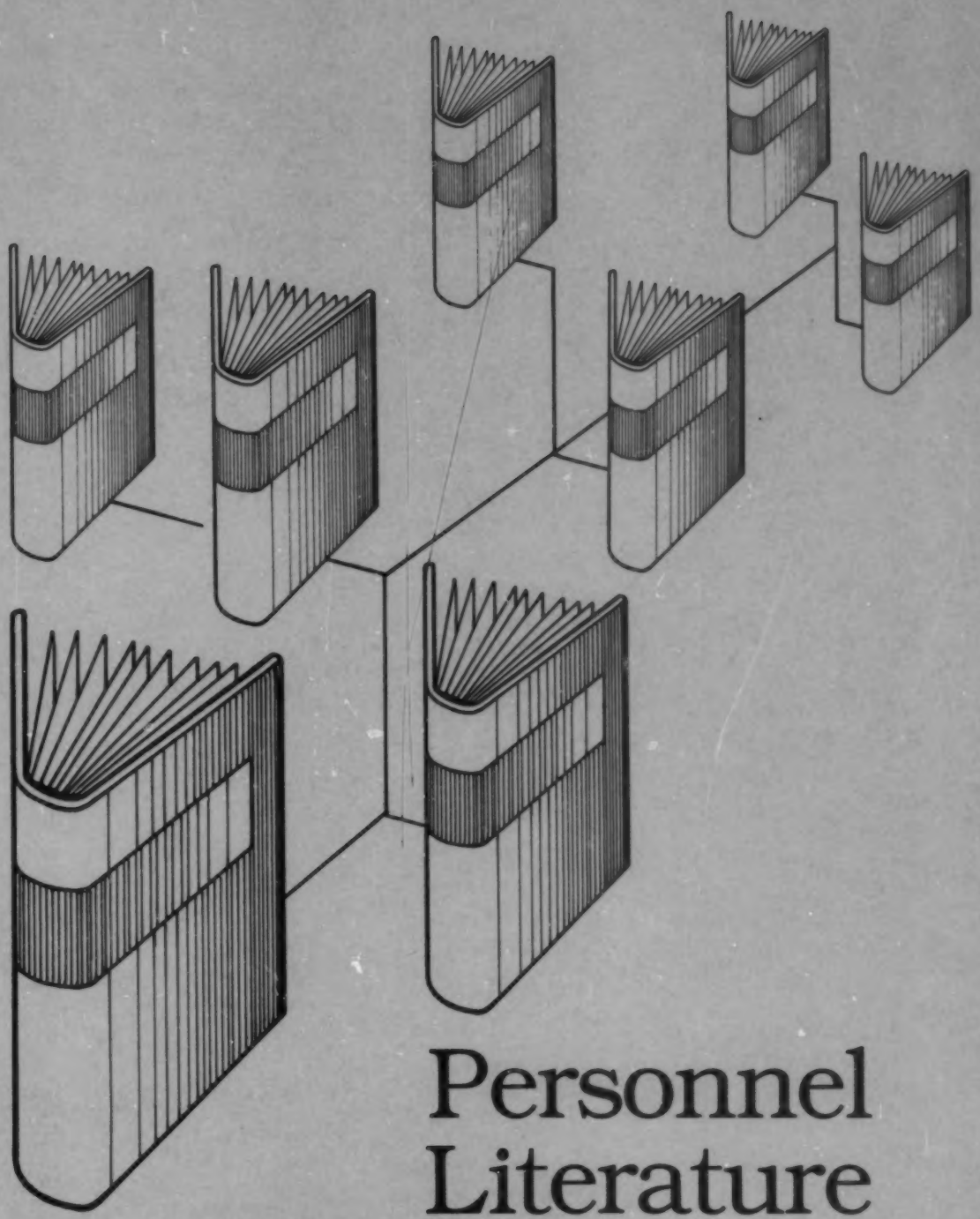

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November 1990
Vol. 49, no. 11

TABLE OF CONTENTS

	Item No.
Attitude Surveys	1
Career Planning	2
Career Staffing	3-7
Change, Organizational	8-10
Civil Service, Federal	11
Communication	12-13
Compensation	14-23
Counseling	24-25
Employee Health and Medical Care	26-29
Equal Opportunity in Employment	30-34
Ethics	35-36
Executives	37-39
Executives--Abilities and Characteristics	40-45
Executives--Responsibilities	46-47
Executives--Training	48
Handicapped	49-50
Health Personnel	51
Incentive Awards and Programs	52-53
Insurance, Health	54-56
Labor Force	57
Labor-Management Relations	58-69
Labor Turnover	70
Leadership	71-73
Management	74-90
Motivation	91-92
Occupations and Occupational Choice	93
Organizational Behavior	94-98
Organizations	99-102
Overseas Personnel	103
Participative Management	104-107
Performance Evaluation	108-109
Personnel Administration	110-111
Personnel Policies	112-116
Personnel Research	117
Productivity	118-122
Professional Employees	123-124
Public Administration	125-131
Reduction in Force	132-133
Safety	134
Supervision	135
Tests	136-143
Thought and Thinking	144
Training	145-147
Women--Employment	148
Work Life	149-150
Youth	151

ATTITUDE SURVEYS

11-1

Slipy, David M.

Anthropologist uncovers real workplace attitudes. **HRMagazine,** 35:76-77+, October 1990.

Descriptors: *Attitude surveys / *Employee attitudes / *Management consultants / *Anthropology.

CAREER PLANNING

11-2

Wolfe, Donald, Dennis O'Connor and Marcy Crary.

Transformations of life structure and personal paradigm during the midlife transition. **Human relations,** 43:957-973, October 1990.

Descriptors: *Career planning / *Middle age / *Mobility, Occupational.

CAREER STAFFING

11-3

Atwood, Caleb S. and James M. Neel.

New lawsuits expand employer liability. **HRMagazine,** 35:74-75, October 1990.

Descriptors: *Employers' liability--Cases / *Employment references.

11-4

Friedman, Rick.

Office temps are no longer 'fill-ins.' **Office,** 112:21-22, November 1990.

Descriptors: *Temporary employees / *Temporary employment / *Surveys.

11-5

Leap, Terry L. and others.

Discrimination against prounion job applicants. **Industrial relations,** 29:469-478, Fall 1990.

Descriptors: *Selection--Research / *Discrimination--Research / *Job applicants--Research / *Union members--Research.

11-6

Perry, Toni A.

Staying with the basics. **HRMagazine,** 35:73-74, November 1990.

Descriptors: *Career staffing--Case studies / *Personnel policies--Case studies.

11-7

Twight, Ben W., Fremont J. Lyden and E. Thomas Tuchmann.

Constituency bias in a Federal career system? A study of district rangers of the U.S. Forest Service. **Administration & society,** 22:358-389, November 1990.

Descriptors: *U.S. Forest Service / *Forest rangers--Characteristics / Federal government.

CHANGE, ORGANIZATIONAL

11-8

Koys, Daniel J., Robert L. Armacost and Leonidas C. Charalambides.
Organizational resizing and human resource management. **S.A.M. advanced management journal,** 55:30-36+, Summer 1990.
Descriptors: *Change, Organizational / *Personnel administration.

11-9

Paficico, Carl.
A CEO on the verge of losing his cool. **Across the board,** 27:48-54, November 1990.
Descriptors: *Change, Organizational--Case studies / *Employee resistance to change--Case studies / *Executives--Abilities--Case studies.

11-10

Sparks, Richard and James M. Dorris.
Organizational transformation. **S.A.M. advanced management journal,** 55:13-18, Summer 1990.
Descriptors: *Change, Organizational / *Quality control.

CIVIL SERVICE, FEDERAL

11-11 S/C

The three million manager. **Minnesota** (Magazine of the University of Minnesota Alumni Association), p. 13-16, November-December 1990.
Article profiles Constance Berry Newman, Director, U.S. Office of Personnel Management.
Descriptors: *U.S. Office of Personnel Management / *Civil service / *Personnel administration / *Executives--Portraits, caricatures, etc. / Federal government.

COMMUNICATION

11-12

Boyd, Stephen D.
Building bridges when you give speeches. **Supervisory management,** 35:7, November 1990.
Descriptors: *Speeches, addresses, etc. / *Communication techniques / *Public speaking.

11-13

Douglass, Merrill.
Learning how to give a positive "no." **Supervisory management,** 35:5, November 1990.
Descriptors: *Communication techniques / *Human relations / *Personal development / *Supervisors--Abilities.

COMPENSATION

11-14

Blackburn, McKinley L.
What can explain the increase in earnings inequality among males? **Industrial relations,** 29:441-456, Fall 1990.
Descriptors: *Pay rates--Research / *Pay research.

COMPENSATION (Cont'd)

11-15
Esquibel, Orlando, Jack Ning and John Sugg.
New salary system supports changing culture. **HRMagazine,** 35:43-48, October 1990.
Descriptors: *Pay systems / *Compensation administration / *Change, Organizational / *Organizations--Climate.

11-16
Fried, N. Elizabeth.
Retention strategies that survive a sale. **HRMagazine,** 35:40-42, October 1990.
Descriptors: *Tenure / *Compensation administration / *Corporate reorganization.

11-17
Fried, N. Elizabeth.
Secretarial pay practices show promise. **Secretary,** 50:12+, November-December 1990.
Descriptors: *Secretaries--Pay / *Pay surveys.

11-18
Giblin, Edward J., Geoffrey A. Wiegman and Frank Sanfilippo.
Bringing pay up to date. **Personnel,** 67:17-18, November 1990.
Descriptors: *Compensation / *Compensation administration / *Pay systems.

11-19
The 1990 West Virginia Prevailing Rate Wage Law Study. **Government union review,** 11:33-45, Summer 1990.
Prepared by University of West Virginia College of Graduate Studies, School of Business and Management.
Descriptors: *Prevailing rate--Law and legislation.

11-20
Nobile, Robert J.
The law of severance pay. **Personnel,** 67:15, November 1990.
Descriptors: *Severance pay / *Pay policies--Law and legislation.

11-21
O'Neill, June.
Women & wages. **American enterprise,** 1:24-33, November-December 1990.
Descriptors: *Pay rates / *Women--Pay.

11-22
Overman, Stephenie.
A company of champions. **HRMagazine,** 35:58-60, October 1990.
Based on an interview with Jack L. Frost, Senior Vice-President of Personnel, General Mills, Inc.
Descriptors: *Compensation administration--Case studies / *Incentives / *Performance-based pay / *Industry--Social aspects.

COMPENSATION (Cont'd)

11-23
Spiers, Joseph.
Pay raises will trail inflation. **Fortune,** 122:19+, December 17, 1990.
Descriptors: *Pay surveys / *Pay increases.

COUNSELING

11-24
Sturman, Gerald M.
The supervisor as career "coach." **Supervisory management,** 35:6, November 1990.
Descriptors: *Career counseling / *Supervisors--Responsibilities / *Coaching.

11-25
Wilson, James A. and Nancy S. Elman.
Organizational benefits of mentoring. **Executive** (Academy of Management), 4:88-94, November 1990.
Descriptors: *Mentors / *Counseling / *Executive succession.

EMPLOYEE HEALTH AND MEDICAL CARE

11-26
Edwards, Jeffrey R., A. J. Baglioni, Jr. and Cary L. Cooper.
Stress, Type-A coping, and psychological and physical symptoms: a multi-sample test of alternative models. **Human relations,** 43:919-956, October 1990.
Descriptors: *Stress, Psychological--Research / *Health, Employee--Research / *Mental health.

11-27
Hartman, Diane B. and Lorraine F. Colletti.
Working with stress. **Secretary,** 50:6-11, November-December 1990.
Descriptors: *Stress, Psychological / *Secretaries--Attitudes / *Health, Employee.

11-28
Leiter, Michael P.
The impact of family resources, control coping, and skill utilization on the development of burnout: a longitudinal study. **Human relations,** 43:1067-1083, November 1990.
Descriptors: *Burn out (Psychology)--Research.

11-29
Weisman, Ellen.
Occupational health programs reap profits and referrals. **Hospitals,** 64:56-58+, October 20, 1990.
Descriptors: *Health, Employee / *Hospitals.

EQUAL OPPORTUNITY IN EMPLOYMENT

11-30
Dukerich, Janet, Keith Weigelt and Andrew Schotter.
A game theory analysis of dual discrimination. **Organizational behavior and human decision processes,** 47:21-41, October 1990.
Descriptors: *Discrimination--Research / *Organizational behavior--Research.

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11-31
Lehrer, Sande.
EEO program deals management a good hand. **HRMagazine,** 35:50-52+, October 1990.
Descriptors: *Equal opportunity in employment / *Affirmative action / *Management accountability / *U.S. General Accounting Office / Federal government.

11-32
Morehead, Jere W. and Peter J. Shedd.
Civil rights and affirmative action: revolution or fine-tuning? **Business horizons,** 33:53-60, September-October 1990.
Descriptors: *Affirmative action plans--Cases / *Discrimination--Cases.

11-33
Pave, Irene.
They won't take it anymore. **Across the board,** 27:18-23, November 1990.
Descriptors: *Age discrimination--Cases / *Older worker.

11-34
Shaw, Bill.
Employee appraisals, discrimination cases, and objective evidence. **Business horizons,** 33:61-65, September-October 1990.
Descriptors: *Discrimination / *Performance evaluation.

ETHICS

11-35
Nolan, Beth.
Removing conflicts from the administration of justice: conflicts of interest and independent counsels under the Ethics in Government Act. **Georgetown law journal,** 79:1-80, October 1990.
Descriptors: *Civil service ethics--Law and legislation / *Conflict of interest--Law and legislation / Federal government.

11-36
O'Toole, Barry J.
T. H. Green and the ethics of senior officials in British Central Government. **Public administration** (Gt. Brit.), 68:337-352, Autumn 1990.
Descriptors: *Civil service ethics--Comparative studies / *Great Britain--Civil service.

EXECUTIVES

11-37
The corporate elite: the chief executives of the 1000 most valuable publicly held U.S. companies. **Business week,** p. 55-62+, October 19, 1990.
1990 special bonus issue.
Descriptors: *Executives--Portraits, caricatures, etc. / *Corporations--Statistics.

EXECUTIVES (Cont'd)

11-38
Labich, Kenneth.
Breaking away to go on your own. **Fortune,** 122:41-42+, December 17, 1990.
Descriptors: *Executives--Portraits, caricatures, etc. / *Executives--Characteristics.

11-39
Samuelson, S. S.
The changing relationship between managers and their lawyers. **Business horizons,** 33:21-27, September-October 1990.
Descriptors: *Executives / *Attorneys.

EXECUTIVES--ABILITIES AND CHARACTERISTICS

11-40
Borrus, Amy and others.
Public service. **Business week,** p. 19-21, October 19, 1990.
1990 special bonus issue.
Descriptors: *Political executives--Characteristics / Federal government.

11-41
Dobrzynski, Judith H.
Off hours. **Business week,** p. 39-47+, October 19, 1990.
1990 special bonus issue.
Descriptors: *Executives--Characteristics / *Leisure / *Executives--Portraits, caricatures, etc.

11-42
Fierman, Jaclyn.
Do women manage differently? **Fortune,** 122:115-118+, December 12, 1990.
Descriptors: *Women executives--Characteristics / *Women--Attitudes toward / *Prejudices and antipathies.

11-43
Hager, Bruce.
The new CEO. **Business week,** p. 22-27+, October 19, 1990.
1990 special bonus issue.
Descriptors: *Executives--Abilities / *Executives--Portraits, caricatures, etc.

11-44
Keys, Bernard and Thomas Case.
How to become an infuential manager. **Executive** (Academy of Management), 4:38-51, November 1990.
Descriptors: *Executives--Abilities--Research / *Executive effectiveness--Research.

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11-45
Mims, Robert and Ephraim Lewis.
A portrait of the boss. **Business week,** p. 8-14, October 19, 1990.
1990 special bonus issue.
Descriptors: *Executives--Characteristics / Surveys.

EXECUTIVES--RESPONSIBILITIES

11-46
Howard, Jeffrey P.
Moderate risk: key to professional success. **Supervisory management,** 35:1-2, November 1990.
Descriptors: *Executives--Responsibilities / *Executives--Abilities / *Risk / *Success in employment.

11-47
Metzger, Michael B.
Law, social change, and the legalization of management practice. **Business horizons,** 33:6-12, September-October 1990.
Descriptors: *Executives--Responsibilities / *Labor laws and legislation--History / Federal government.

EXECUTIVES--TRAINING

11-48
McKenna, Joseph F.
Looking for--and building--a few good heroes. **Industry week,** 239:16-18+, October 15, 1990.
Descriptors: *Management development--Case studies.

HANDICAPPED

11-49
Israel, David and Debra Scott.
Disability Act challenges employers. **HRMagazine,** 35:87-88, October 1990.
Descriptors: *Handicapped--Employment--Law and legislation / *Handicapped--Discrimination / *Equal opportunity in employment.

11-50
Martinez, Michelle Neely.
Creative ways to employ people with disabilities. **HRMagazine,** 35:40-44+, November 1990.
Descriptors: *Physically handicapped--Employment / *Physically handicapped--Law and legislation.

HEALTH PERSONNEL

11-51
Moran, Elizabeth J.
Can CEOs survive medical staff opposition? **Hospitals,** 64:74, November 5, 1990.
Descriptors: *Health personnel--Responsibilities / *Physicians--Responsibilities.

INCENTIVE AWARDS AND PROGRAMS

11-52
Leibman, Michael and Harold P. Weinstein.
Money isn't everything. **HRMagazine,** 35:48-51, November 1990.
Descriptors: *Incentives / *Incentive awards / *Motivation.

11-53
Paloncy, Steve.
Team approach cuts costs. **HRMagazine,** 35:61-62, November 1990.
Descriptors: *Incentives--Case studies / *Incentive awards--Case studies.

INSURANCE, HEALTH

11-54
Feldman, Stuart.
In search of the perfect system. **Personnel,** 67:3-4, November 1990.
Descriptors: *Insurance, Health--Comparative studies / *Medical care--Comparative studies.

11-55
Seidman, Laurence S.
Reconsidering national health insurance. **Public interest,** p. 78-88, no. 101 Fall 1990.
Descriptors: *Insurance, Health.

11-56
Webster, John D.
Reform of the Federal Employees Health Benefits Program. **Government accountants journal,** 399:63-69, Fall 1990.
Descriptors: *Insurance, Health--Administration--Evaluation / Federal government.

LABOR FORCE

11-57
McCune, Jenny.
Sayonara to womb-to-tomb? **Personnel,** 67:11-12, November 1990.
Descriptors: *Labor supply / *Labor mobility / *Japan.

LABOR-MANAGEMENT RELATIONS

11-58
Bemmels, Brian.
Gender effects in grievance arbitration. **Industrial relations,** 29:513-525, Fall 1990.
Descriptors: *Grievance arbitration--Research.

11-59
Coulson, Robert.
The decisionmaking process in arbitration. **Arbitration journal,** 45:37-41, September 1990.
Descriptors: *Decision-making / *Arbitrators / *Arbitration.

11-60
Dilts, David A., Lawrence J. Haber and Stanley W. Elsea.
Selection of fact finders in Iowa public sector labor disputes: characteristics of acceptable and unacceptable neutrals. **Journal of collective negotiations in the public sector**, 19:207-216, no. 3 1990.
Descriptors: *Fact-finding--Research / *Mediators--Characteristics.

11-61
Gallagher, Daniel G. and Peter A. Veglahn.
Changes in bargaining behavior as a result of an experience under a statutory impasse scheme: theory and evidence. **Journal of collective negotiations in the public sector**, 19:175-188, no. 3 1990.
Descriptors: *Collective bargaining--Research / *Bargaining impasse--Law and legislation.

11-62
Harris, Karen L. and Peter Carnevale.
Chilling and hastening: the influence of third-party power and interests on negotiation. **Organizational behavior and human decision processes**, 47:138-160, October 1990.
Descriptors: *Negotiation--Research / *Mediation and conciliation--Research.

11-63
Hill, Richard L. and others.
Fact-finding as a bargaining impasse resolution procedure: a North Dakota study and related literature review. **Journal of collective negotiations in the public sector**, 19:217-242, no. 3 1990.
Descriptors: *Fact-finding--Research / *Bargaining impasse procedures--Research.

11-64
Lloyd, Humphrey.
How to manage complex international arbitrations. **Arbitration journal**, 45:30-36, September 1990.
Descriptors: *Arbitration, International / *Grievance arbitration--Methods / *Grievances--Procedures.

11-65
Overman, Stephenie.
A delicate balance protects everyone's rights. **HRMagazine**, 35:36-39, November 1990.
Descriptors: *Management accountability / *Executives--Responsibilities.

11-66
Roberts, Matthew T. and others.
Grievance mediation: a management perspective. **Arbitration journal**, 45:15-23, September 1990.
Descriptors: *Grievance arbitration.

LABOR-MANAGEMENT RELATIONS (Cont'd)

11-67
Rose, Joseph B. and Gary N. Chaison.
New measures of union organizing effectiveness. **Industrial relations,** 29:457-468, Fall 1990.
Descriptors: *Union organizing--Research.

11-68
Roth, Bill.
A new role for unions. **Journal for quality and participation,** p. 46-48+, September 1990.
Descriptors: *Unions.

11-69
Troy, Leo.
Why Canadian public sector unionism is strong. **Government union review,** 11:1-32, Summer 1990.
Descriptors: *Unions--Comparative studies / *Canada.

LABOR TURNOVER

11-70
Dangot-Simpkin, Gilda.
Employee turnover can damage your career. **Supervisory management,** 35:3, November 1990.
Descriptors: *Labor turnover causes / *Labor turnover control / *Supervisors--Responsibilities.

LEADERSHIP

11-71
Glassman, Myron and R. Bruce McAfee.
Enthusiasm: the missing link in leadership. **S.A.M. advanced management journal,** 55:4-6+, Summer 1990.
Descriptors: *Leadership style / *Executives--Characteristics.

11-72
Holder, Robert and Richard McKinney.
Leadership from depth. **Journal for quality and participation,** p. 70-73+, September 1990.
Descriptors: *Leadership--Case studies.

11-73
Yammarino, Francis J. and Bernard M. Bass.
Transformational leadership and multiple levels of analysis. **Human relations,** 43:975-995, October 1990.
Descriptors: *Leadership--Research.

MANAGEMENT

11-74
Austin, M. Jill.
Planning in service organizations. **S.A.M. advanced management journal,** 55:7-12, Summer 1990.
Descriptors: *Service industries / *Planning.

11-75
Berg, Deanna H.
Let's get serious...about humor. **Journal for quality and participation,** p. 80-83, September 1990.
Descriptors: *Management / *Wit and humor.

11-76
Brown, Mark Graham and Ray Svenson.
What "doing" total quality management really means. **Journal for quality and participation,** p. 32-38, September 1990.
Descriptors: *Management / *Quality control.

11-77
Eubanks, Paula.
Effective employee surveys require commitment to change. **Hospitals,** 64:52+, October 20, 1990.
Descriptors: *Hospitals--Administration / *Attitude surveys.

11-78 S/I
Falzon, John J.
Met Life's quest for quality. **Journal of services marketing,** 2:61-64, Spring 1988.
Descriptors: *Quality control--Case studies.

11-79 S/I
Garfein, Richard T.
Evaluating the impact of customer service delivery systems: a company study. **Journal of services marketing,** 1:19-25, Fall 1987.
Descriptors: *Service industries--Research.

11-80 S/I
Garfein, Richard T.
Guiding principles for improving customer service. **Journal of services marketing,** 2:37-41, Spring 1988.
Descriptors: *Service industries.

11-81
Ives, Blake and Richard O. Mason.
Can information technology revitalize your customer service? **Executive** (Academy of Management), 4:52-69, November 1990.
Descriptors: *Information systems / *Technological innovations / *Service industries.

11-82
Langvardt, Arlen W.
Defamation in the business setting: basics and practical perspectives. **Business horizons,** 33:66-79, September-October 1990.
Descriptors: *Libel and slander / *Labor laws and legislation.

11-83
Martillano, Gloria T.
Building and rebuilding a "winning team." **Journal for quality and participation,** p. 84-88+, September 1990.
Descriptors: *Team development--Case studies.

11-84
Mitchell, Terence R. and Lee Roy Beach.
"...Do I love thee? Let me count..." Toward an understanding of intuitive and automatic decision making. **Organizational behavior and human decision processes,** 47:1-20, October 1990.
Descriptors: *Management methods--Research / *Decision-making--Research.

11-85
Richardson, Jennifer.
Executive information systems. **Federal computer week,** 4:22-23, December 3, 1990.
Descriptors: *Management information systems.

11-86
Roberts, Karlene H.
Managing high reliability organizations. **California management review,** 32:101-113, Summer 1990.
Descriptors: *Crisis management / *Risk--Control.

11-87
Ruark, Benjamin E.
Organizing for order or optimization. **Journal for quality and participation,** p. 22-21, September 1990.
Descriptors: *Quality control.

11-88
Schwenk, Charles R.
Effects of devil's advocacy and dialectical inquiry on decision making: a meta-analysis. **Organizational behavior and human decision processes,** 47:161-176, October 1990.
Descriptors: *Decision-making--Research / *Management methods--Research.

11-89
Stead, W. Edward, Jean Garner Stead and Edmund R. Gray.
Toward an operational model of corporate social performance. **S.A.M. advanced management journal,** 55:19-23, Summer 1990.
Descriptors: *Industry--Social aspects.

MANAGEMENT (Cont'd)

11-90
Taylor, Alex, III.
Why Toyota keeps getting better and better and better. **Fortune,** 122:66-72+, November 19, 1990.
Descriptors: *Management methods--Case studies / *Organizational effectiveness--Case studies.

MOTIVATION

11-91
Klein, Jonathan I.
Feasibility theory: a resource-munificence model of work motivation and behavior. **Academy of Management review,** 15:646-665, October 1990.
Descriptors: *Motivation theory / *Motivation research.

11-92
Thomas, Kenneth W. and Betty A. Velthouse.
Cognitive elements of empowerment: an "interpretive" model of intrinsic task motivation. **Academy of Management review,** 15:666-681, October 1990.
Descriptors: *Motivation research / *Power (Social sciences).

OCCUPATIONS AND OCCUPATIONAL CHOICE

11-93
Azad, Ali N. and Ted D. Skekel.
Personal attributes and effective operational auditing: perceptions of college and university internal auditors. **Government accountants journal,** 39:55-61, Fall 1990.
Descriptors: *Auditors--Characteristics / *Auditing.

ORGANIZATIONAL BEHAVIOR

11-94
Cohen, Aaron and Geula Lowenberg.
A re-examination of the side-bet theory as applied to organizational commitment: a meta-analysis. **Human relations,** 43:1015-1050, October 1990.
Descriptors: *Organizational behavior--Research / *Organizational commitment--Research.

11-95
Drory, Amos and Tsilia Romm.
The definition of organizational politics: a review. **Human relations,** 43:1133-1154, November 1990.
Descriptors: *Organizational behavior--Research.

11-96
Glassman, Myron and R. Bruce McAfee.
Emotionally charged issues: should you get involved? **Supervisory management,** 35:8, November 1990.
Descriptors: *Organizational behavior / *Success in employment / *Supervisors--Abilities.

ORGANIZATIONAL BEHAVIOR (Cont'd)

11-97
Thompson, Leigh and Reid Hastie.
Social perception in negotiation. **Organizational behavior and human decision processes,** 47:98-123, October 1990.
Descriptors: *Negotiation--Research / *Perception--Research.

11-98
Tjosvold, Dean.
Making a technological innovation work: collaboration to solve problems. **Human relations,** 43:1117-1131, November 1990.
Descriptors: *Technological innovations--Research / *Problem solving--Group methods.

ORGANIZATIONS

11-99
Bruderl, Josef and Rudolf Schussler.
Organizational mortality: the liabilities of newness and adolescence. **Administrative science quarterly,** 35:530-547, September 1990.
Descriptors: *Organizations--Research / *Organizational characteristics--Research.

11-100
Finkelstein, Sydney and Donald C. Hambrick.
Top-management-team tenure and organizational outcomes: the moderating role of managerial discretion. **Administrative science quarterly,** 35:484-503, September 1990.
Descriptors: *Organizational effectiveness--Research / *Executive effectiveness--Research.

11-101
Petrock, Frank.
Corporate culture enhances profits. **HRMagazine,** 35:64-66, November 1990.
Descriptors: *Organizations--Climate / *Change, Organizational / *Organizational behavior.

11-102
Tsui, Anne S.
A multiple-constituency model of effectiveness: an empirical examination at the human resource subunit level. **Administrative science quarterly,** 35:458-483, September 1990.
Descriptors: *Organizational effectiveness--Research.

OVERSEAS PERSONNEL

11-103
Nunez, German.
Managing the foreign service employee. **S.A.M. advanced management journal,** 55:25-29, Summer 1990.
Descriptors: *Overseas personnel / *Management.

PARTICIPATIVE MANAGEMENT

11-104

Bradley, Keith, Saul Estrin and Simon Taylor.
Employee ownership and company performance. **Industrial relations,** 29:385-402, Fall 1990.
Descriptors: *Employee ownership--Evaluation.

11-105

Goll, Irene.
Environment, corporate ideology, and employee involvement programs. **Industrial relations,** 29:501-512, Fall 1990.
Descriptors: *Participative management--Research.

11-106

Levine, David I.
Participation, productivity, and the firm's environment. **California management review,** 32:86-100, Summer 1990.
Descriptors: *Participative management / *Participative management--Comparative studies.

11-107

McMillan, John D. and Chris Young.
Sweetening the compensation package. **HRMagazine,** 35:36-39, October 1990.
Descriptors: *Stock options / *Stock purchase plans.

PERFORMANCE EVALUATION

11-108

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11-136

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